



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

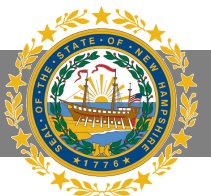
**DIVISION OF LONG-TERM SUPPORTS AND SERVICES
BUREAU OF DEVELOPMENTAL SERVICES**

**RATE WORK GROUP
Meeting #1 - 10/8/21**

Goals for 10/8 Meeting

1. Reintroduce rate work to a smaller, more focused rate work group.
2. Introduce BDS/A&M representatives and rate work group representatives.
3. Establish work group structure (within the work group and between groups).
4. Set baseline understanding on existing work to date and next steps.
5. Address questions from the work group around process and purpose.

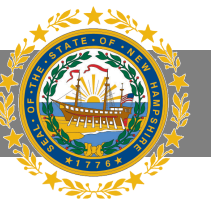
This work group is open to the public. Members of the public who are not on the rate work group can listen to the group's discussions but will not be able to ask questions or participate in discussions occurring between work group members. This structure ensures that BDS can engage a diverse group of stakeholders in substantive dialogue while also providing transparency and general updates to the general public. If you are a member of the public and have questions about the rate work group and/or its work, please contact us at BDSRateStructureWorkgroup@dhhs.nh.gov and we will respond as soon as possible.



Agenda

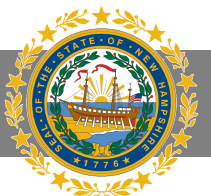
Agenda for 10/8 Meeting

1. Introduction to BDS/A&M Facilitators
2. Overview and Purpose of Rate Work
3. Rate Work Group Member Introductions
4. Ground Rules
5. Starting the Conversation: Planning for Change
6. Initial Rate Discussion
7. Next Steps
8. Questions?



The purpose of this work group is to gather/incorporate feedback from individuals, family members, providers, advocates, and other stakeholders to ensure that provider rates adequately sustain needed capacity.

- The primary points of contact from the **Bureau of Developmental Services** are:
 - Sandy Hunt
 - Christy Roy (Rate Setting Unit)
- In addition, the following individuals from **Alvarez & Marsal Public Sector Services** will help support and facilitate discussion:
 - Drew Smith
 - Ozzie Chung
- Later, a representative from a **rate setting vendor** will be brought in to facilitate work group discussions.





Overview and Purpose of Rate Work

Overview and Purpose of Rate Work

BDS is embarking upon a multi-year implementation which may affect services provided through the existing 1915(c) DD waiver.

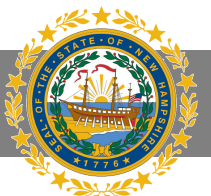
- BDS is looking to develop an updated and transparent rate methodology that puts the direct support workforce at the core of rate development, while ensuring appropriate service costs are accurately accounted for.
- Reimbursing service providers appropriately is critical to ensuring an adequate provider network is in place to support individuals.
- BDS currently uses rates developed in 2007.
- This outdated rate system has led to challenges for providers in ensuring they are reimbursed for the true cost of services provided. This outdated rate system has also caused further misalignment in matching the needs of an individual with the right amount of funding and service, as well as the ability of individuals and/or family members to more easily choose from and switch to different providers within the network.



What work have we done to date?

More on slide 15

Prior to taking more concrete actions around setting rates, we wanted to ensure that the proper stakeholder communication channels and groups, such as but not limited to this rate work group, have been established and operationalized. In the meantime, we have issued a RFP (Request for Proposals) to identify a vendor who is experienced in the rate setting process.

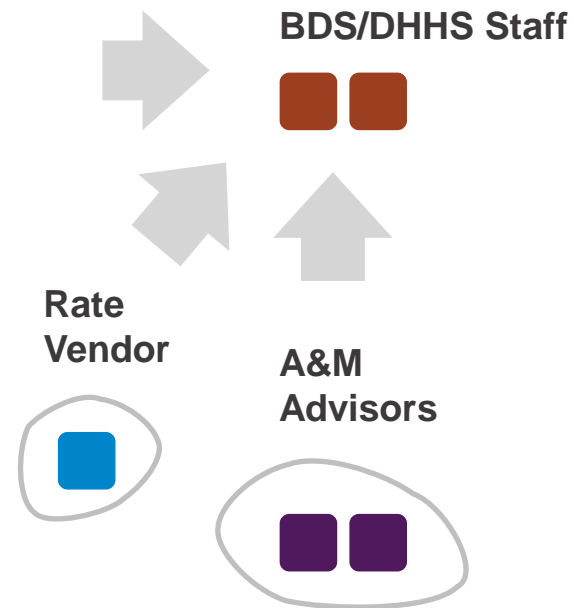
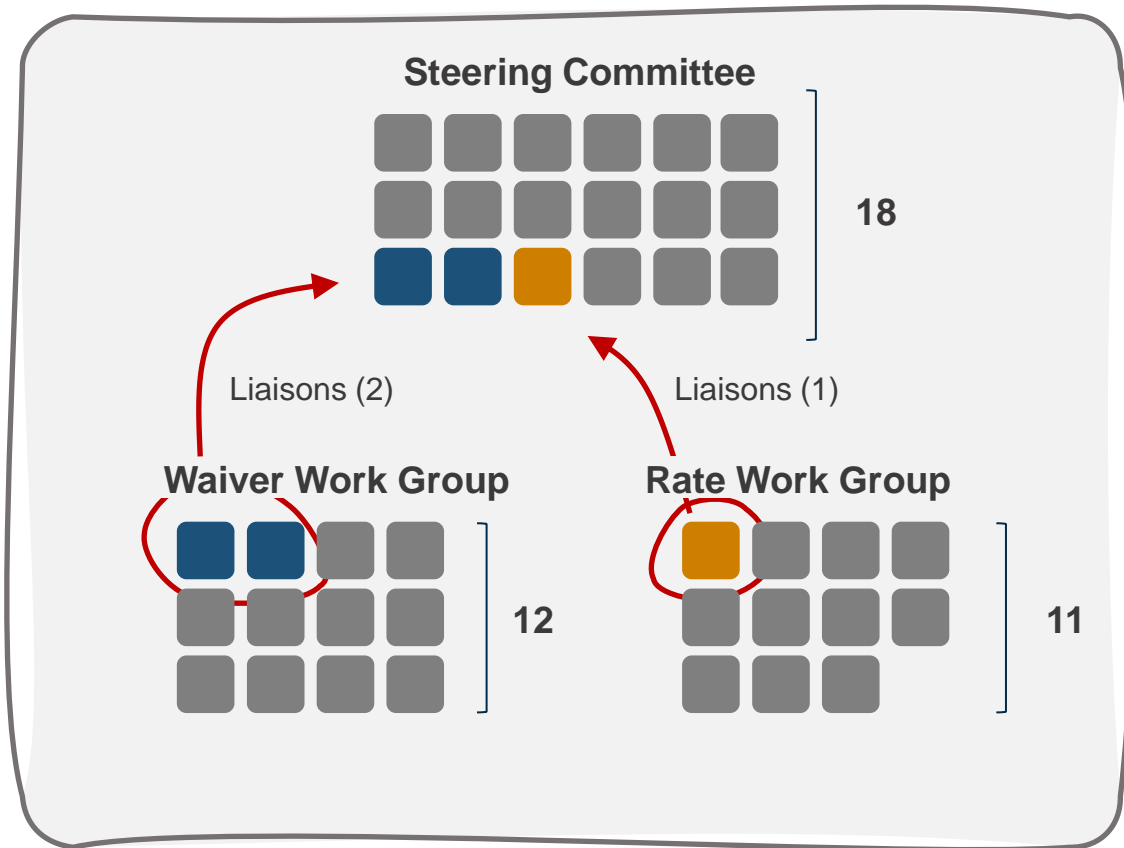




Rate Work Group Member Introductions / Ground Rules

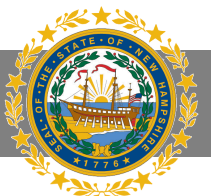
Introduction | Stakeholder Feedback Structure

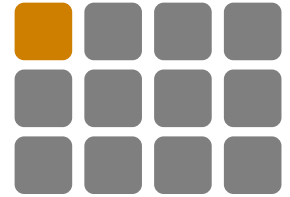
We have created waiver and rate work groups to provide feedback on key components of our ongoing system work. These work groups will also help inform decision-making among a larger, more reporting-oriented Steering Committee.



BDS program and rate-setting staff, through recurring dialogue with all members of the three work groups and with input from the rate vendor, will make decisions to ensure that provider rates adequately sustain needed capacity.

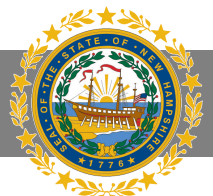
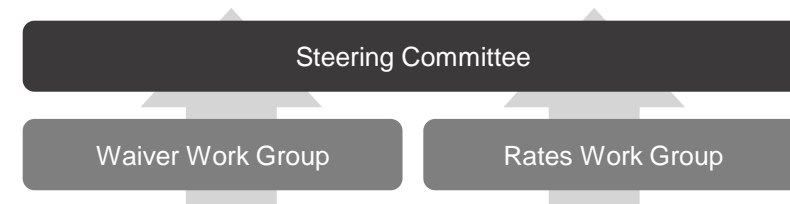
A&M will play a facilitating role in this work group – maintaining minutes, keeping track of ideas/questions, reminding the work group of risks and timeline impacts, and providing input to the overall system work based on comparable experiences in other states.





For the rate work group, we have selected 11 members who represent a cross-section of individuals directly involved in New Hampshire's service delivery system.

- **Area Agencies:**
 1. Shelley Kelleher (Region 3)
 2. Sudip Adhikari (Region 6)
 3. Matthew Cordaro (Region 8)
 4. Cynthia Mahar (Region 10)
- **Provider Agencies:**
 5. Jeremiah Donovan (Robin Hill Farm)
 6. Kim Shottes (The PLUS Company)
 7. Kara Nickulas (Crotched Mountain)
 8. Larry Linden (Easter Seals NH)
- **Other Advocacy:**
 9. Erin Hall (Brain Injury Association NH)
 10. Ellen McCahon (Helms & Company / CSNI)
 11. Jonathan Routhier (CSNI)
- One of this group's members, **Jonathan Routhier**, will also sit on the monthly **Steering Committee** for this system work. As the rate work group liaison, he will provide monthly reports to the members on the Steering Committee.



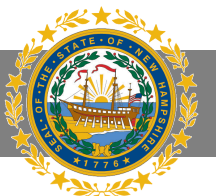
Introduction | Tell Us About You!

As part of this initial work group meeting, we'd like to get to know you a little better.

1. What is your name?
2. How are you engaged in the DD system?
3. What are your expectations as a member of this group?
4. What do you hope to contribute to this group?

Quick Question....

Can we share your names on the BDS stakeholder communications site?



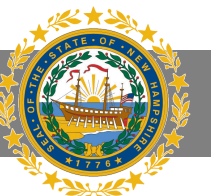
Ground Rules

As with all our work groups, we are setting some ground rules to ensure the time we have every month is effectively used.

- **Show up on time and come prepared.** Please note that there is a significant time commitment attached to this work group (up to 4 – 6 hours per month in preparation work, and up to 4 – 6 hours per month in workgroup sessions). If you are no longer able to commit to these requirements, please let us know as soon as possible so we can arrange for an alternate. If you are unable to make a given meeting, please let us know 48 hours in advance (if possible) and provide us with your prepared comments and/or questions so we can benefit from your participation in the work group conversation.
- **Do not send representatives on your behalf to these meetings.** We received significant interest in our initial survey and were not able to seat all who expressed an interest in participating. If you are not able to, or are no longer able to, prioritize work group attendance, please let us know and we will arrange for an alternate.
- We also ask that this group follow some **basic behavioral rules around team collaboration***:
 1. State your views and ask genuine and clarifying questions.
 2. Use specific examples and agree on what important words mean.
 3. Explain the reasoning and intent behind questions or comments.
 4. Recognize and discuss ‘undiscussable’ issues.
 5. Provide space for differing opinions and ideas.

Let's pause for questions –

1. **Are there other ground rules we should consider?**
2. **Do you have any questions about this process?**





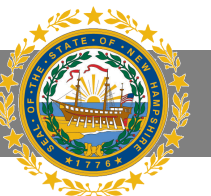
Starting the Conversation: Planning for Change

Planning for Change – Group Discussion

Now that we've introduced ourselves, and that ground rules have been set, we wanted to ask this group...

Questions

- 1 What is going to change based off the rate structure work?
- 2 What is not going to change based off the rate structure work?
- 3 Why are we changing?
- 4 Why is the way we do things today no longer good enough?
- 5 What is the risk of not changing?





Initial Rates Discussion

Initial Rate Work Discussion | Timeline

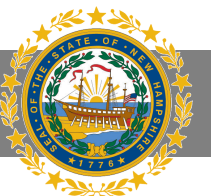
BDS has issued a RFP (Request for Proposals) for the provision of rate setting services for all 1915(c) HCBS waivers.

Rate RFP Timeline

- The rate RFP was released on September 28th, 2021.
- There is a bidder's conference being held today, October 8th, 2021.
- Vendor proposals are due by October 29th, 2021.
- Vendor selection will be discussed at G&C on November 22nd, 2021.
- The vendor contract will begin on December 1st, 2021.

Rate Work Group Timeline

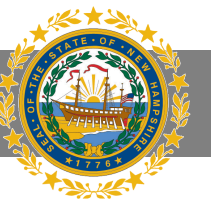
- Because a vendor will not be selected until (at earliest) November 22nd, 2021, this work group will not meet again until Friday, December 10th (this date is tentative dependent on vendor approval at G&C).



Initial Rate Work Discussion | Steps following Vendor Selection

We have listed below the broad steps we will take once we reconvene on/after December 10th for the next work group meeting.

1. Hold December 10th, 2021 meeting to introduce the rate vendor, if a signed contract is in place.
2. Work with the rate vendor to share a rate setting timeline, review the project plan, and outline initial data collection activities, etc.
3. Work with the rate vendor to assume primary facilitating role for this work group.





Next Steps

Next Steps | How You Can Help

We hope to better understand and include your feedback in our work.

- There are no assignments until a rate vendor has been selected.
- Please let us know if there are any ongoing activities or priorities that would inform this work group's initial conversations with the rate setting vendor.

	Meeting Dates (CY21/22)	Assignment Due Date (CY21/22)
1	Friday, 10/8/21	Monday 11/1/21
	Friday, 11/12/21 (cancelled)	Monday, 11/29/21
2	Friday, 12/10/21 (to be scheduled)	Monday, 1/3/22
3	Friday, 1/14/22 (to be scheduled)*	Monday, 1/31/22
4	Friday, 2/11/22 (to be scheduled)	Monday, 2/28/22

*Held on the Friday of the 2nd full week of this month in consideration of holiday leave.





 Questions?

